

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Cartref Ni Ltd	
The provider was registered on:	19/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cartref Ni Supported Living Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/10/2018
	Responsible Individual(s)	Neil Ryder
	Manager(s)	Tracy Jarmaine
	Partnership Area	North Wales
	Service Conditions	Cartref Ni Ltd is registered to provide a domiciliary support service in North Wales regional partnership area The responsible individual for this service is Neil Ryder

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	After our appraisal window (April - October) had closed questions were analysed and a Training Needs Analysis was undertaken. A meeting took place between CEO, Head of Operations and Learning & Development manager to discuss outcomes and finalise the training plan for the new financial year with education prioritised according to developmental, organisational and Local Authority/ BCUHB needs and priorities.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise using web sites and social media also word of mouth. Attended job fairs, social care specific and general. Shortlisted, prospective staff interviewed by two managers and undertake a second interview with the people they would be supporting. A thorough induction programme. Strong management support, supervision monthly for first 6 months then quarterly. Training, development, progression opportunities and regular management support. Staff benefit schemes and long service awards.

Service Profile

Service Details

Name of Service	Cartref Ni Supported Living Service
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Service Telephone Number	01745584527
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh as appropriate.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	71
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	21.15
The maximum hourly rate payable during the last financial year?	25.40
If you wish to add further detail or comment regarding the scale of charges please do so below	

##### Complaints

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality satisfaction questionnaires were sent to the people we support, as well as to family members, both in visual and word format. Visits carried out throughout the year to meet individuals supported made by the Trustee's, RI, Head of Operations, and the Quality Assurance Manager, primarily to spend time with the people we support and glean their thoughts and opinions about us, how they feel about their lived experiences and support. People we support were involved in their staff recruitment via second stage interview process. We wouldn't appoint anyone if the Individuals aren't happy to do so. Service Managers visit people we support at least weekly, where they spend time chatting about their life and the support they receive. House meetings are also held generally chaired by the Service Manager. Where Individuals live on their own, the Service Manager will have 1-1 discussions with them, these are generally held each quarter. We held several events inviting all those we support.

##### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No

Other	No
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## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Individual Support plans are completed with the individual about important aspects of their support e.g., personal care, routines – these are reviewed every 3 months. Prior to supporting individual's, meetings are held with them and/or those that know them well to find out 'what matters' to them and to start to get to know them and them us. Time and consideration is given to check compatibility between potential new housemates in regards to support, prior to providing support. Weekly schedules are completed with Individuals, to ensure that they receive the right support at the right time. Flexibility of staff rota's enables individuals to plan their time as they wish. Individual 'All about Me' Personal Plans include an introduction to the person, what's important to/for the Individual, essential information about the Individual, goals/outcomes set with the Individual about all aspects of their life. At least weekly, visits to houses by Service Managers/Assistant Managers. Board of Trustee, Senior manager, Quality Assurance and Compliance manager quality visits to houses. Feedback from these visits is kept. House meetings – held within the houses, with Individuals and managers. Quality Satisfaction Questionnaires with visual prompts, sent to all Individuals we support annually. Individuals complete independently where they can or with staff support. Individuals are involved in our recruitment and selection processes, attending initial interviews at our office and 2nd stage interviews. Cartref Ni holds regular social events and gatherings throughout the year, Easter Party, Summer Event, Summer Garden Competition and Christmas Party. Quotes from people we support – 'The staff listen to my views and worries and guidance is given to ensure my goals are met' (Person we Support), 'Staff always try their best for me and if something is wrong they will help me (Person we Support), 'Happy Staff that make me laugh' (Person we Support)

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individual Support Plans – Completed with Individuals, detail how Individuals would like their daily support to be offered with all aspects of daily living. 'All About Me' Personal Plan – Completed with Individuals, set goals/outcomes, things that the Individual would like to achieve, improve on, skills they wish to gain, qualifications they wish to work towards or a holiday they wish to take. Cartref Ni builds and maintains positive, relationships with external health and wellbeing professionals, Social Workers, Nurses, GP's, and other medical personnel. Individuals are supported when attending health appointments of required. Individuals are encouraged to take positive risks, positive risks help us grow and develop, we must be sure that the Individuals we support have the capacity to make decisions about taking risks. Best Interests meetings would be held should there be any concerns with regards to an Individuals Mental Capacity in respect of making decisions. Our Learning and Development programme includes, Diabetes training, Medication training, Mental Health training, Nutrition training, moving, and positioning training, first aid training and areas such as Person-centred Practice training, Safeguarding training and Active Support training. We ensure we have a plentiful supply of the necessary PPE (Personal Protective Equipment) and that staff and the people we support practise positive hand hygiene and robust cleaning procedures are in place at all times. Staff and those we support are encouraged to take up vaccinations such as COVID-19 and influenza. Individuals are helped to understand and prepare for medical procedures, with supporting information in easy read format such as, 'Going into hospital' and 'MRI scan'. Self-advocacy – staff support and guide Individuals to self-advocate in all areas of their lives. Some Individuals attend external 'Advocacy' groups and we access Advocacy services when required. Individuals are supported to attend annual health checks with their GP practice. Individuals Medication administration records are completed electronically through the Care Control electronic care management system EMAR (Electronic Medication Administration Record) Quotes from people we support – 'I like to do the menu plan with staff' (Person we support), 'I chose my own groceries when I go shopping' (Person we support)</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>In order for people to feel (and be) safe and protected, Cartref Ni have various policies, procedures and practices in place. These include, a safeguarding policy, whistleblowing policy, medication policy, missing persons procedure, reporting of incidents and accidents procedures and health and safety policy. All staff must comply with yearly enhanced DBS (Disclosure and Barring Service) checks which ensure that those employed are safe to work within Health and Social Care. All applicants and potential new staff take part in a robust recruitment process. Within their induction programme new staff complete a set of 'shadow shifts' with the person/people they will be supporting before starting to support independently. Within our employee induction programme, staff receive health and safety training. Positive Health and Safety practice runs as a thread through all our training courses, such as First Aid, Moving and Handling, Medication and so on. Staff must complete Safeguarding refresher training every three years. We have a legal and we believe moral requirement, to report and record occasions of accidents, incidents and near misses. All accidents, incidents and near misses are reviewed regularly and share lessons learnt or determine themes. Regular manager visits to houses (at least weekly) to see individuals – all managers know Individuals well. Staff recruited specifically for the individual, staff members work within a team and therefore get to know the individuals well, and able to pick up subtle changes in mood/behaviour. Both generic and Individual/activity specific risk assessments are completed for Individuals as required as are PEEP's (Personal Emergency Evacuation Plan). Health and Safety is a standing agenda item within Management team and staff team meetings. Health and Safety and Safeguarding are also discussed within Manager/Staff member supervisions. We record Medication administration electronically. Staff can only access this part of the system by entering a secure personal PIN number. Quotes from People we support – 'Yes, I do feel safe in my own home, I like it here' (Person we support), 'Safe and Happy' (Person we Support)</p>

The total number of full time equivalent posts at the service (as at 31 March)	134
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	8
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	1
	Manual Handling	2
	Safeguarding	8
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cerebral Palsy 1 Coinflict res 1 GDPR Data Protection 1 Inf control 3 Stress at work 1 Autism 7 Autism behaviours & advanced autism 10 Diabetes 3 Dysphagia 1 Epi & Bucc 2 Mental Health 5 Nutrition 4 Oral Health 5 Privacy & Dig 1 Tissue Viability 2 End of Life 1 Pressure (React 2 red) 6 Continence (React to moisture) 2 Right Sized Care (for providers) 1 UTI 1 Adv Diabet 1 Digital champion 1 Creativity & Partic 1 Eating & Drinking with Acknowledged risk 1 NW COP &PBS 1 Reflective practice 3 Working with survivors, trauma informed practice with women 1	

Contractual arrangements for staff currently in post	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	8
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cerebral Palsy 1 GDPR Data Protection 0 Inf control 1 LD Awareness 1 Autism 4 Autism behaviours & advanced autism 4 Personal saf (Breakaways) 3 Diabetes 1 EFAW 1 Epi & Bucc 2 Mental Health 1 Nutrition 1 Oral Health 1 Tissue Viability 1 Pressure (React 2 red) 1 Adv Diabet 1
Contractual arrangements for staff currently in post	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	123
No. of posts vacant	10

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	19
Health & Safety	41
Equality, Diversity & Human Rights	21
Manual Handling	49
Safeguarding	111
Dementia	10
Positive Behaviour Management	51
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS 15 Risk Assessment 4 Cerebral Palsy 3 Coinflict res 22 GDPR Data Protection 25 Inf control 46 LD Awareness 20 MCA DoLS 45 Stress at work 24 Autism 53 Welsh Autism courses, communication, assessment 25 Autism behaviours & advanced autism 3 Personal saf (Breakaways) 62 Diabetes 26 Dysphagia 22 EFAW 43 Epi & Bucc 35 Nutrition 57 Oral Health 28 RSA Flu etc 23 Falls 30 Pressure (React 2 red) 47 Continence (React to moisture) 60 Makaton 11 Adv Diabet 2 Digital champion 1 Lymphoedema & Cellulitis 4 Welsh taster 1 Communication BCUHB 5 Working with survivors, trauma informed practice with women 1

Contractual arrangements for staff currently in post

No. of permanent staff	123
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	39
No. of part-time staff (17-34 hours per week)	78
No. of part-time staff (16 hours or under per week)	6



Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	98
No. of staff working towards the required/recommended qualification	25
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Chief Executive (1) Head of Finance and Business Administration (1) Deputy Head of Finance and Business Administration (1) Quality Assurance and Compliance Manager (1) Learning and Development Manager (1) Assistant Accountant (1) Office Co-Ordinator (1) Administrator (1)
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Manual Handling	7
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS 2 Risk Assessment 1 Cerebral Palsy 1 Conflict res 3 GDPR Data Protection 3 Inf control 2 LD Awareness 6 Prevent (4) 1 Autism 4 Autism behaviours & advanced autism 1 Personal saf (Breakaways) 5 Diabetes 0 PBS 1
Contractual arrangements for staff currently in post	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Is the information about contractual arrangements correct?	Yes
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes